

EXHIBIT 11

**Certification of Guerino Cento in Support of
Plaintiffs' Brief in Opposition to Defendant's
Motion for Summary Judgment**

1 exception, and I overrode CBM's decision.

2 Q Did anyone at CBM complain about you overriding
3 that?

4 A No.

5 Q Did you have any discussion about you overriding
6 it with anybody at CBM?

7 A No.

8 Q You just submitted the SR and your approval is
9 enough to override and no questions asked?

10 A No.

11 MR. SIMOES: Objection as to form.

12 A So we put the reasoning. We said that the VIN
13 number is only off by one digit. So, yes, I put
14 my approval to it, but I also put the reasoning
15 for it as well.

16 Q Well, which is it; because of your approval that
17 they processed it or because the VIN numeral was
18 one digit off?

19 A I would have to say both.

20 Q But they knew that the VIN number was one digit
21 off from the beginning.

22 A Yes. Well -- yes.

23 Q Then why wasn't that enough then?

24 A I don't know.

25 Q Do you think that's odd?